

David E. Williams

Chief Operating Officer and Executive Vice President

David E. Williams was named chief operating officer and executive vice president in February 2015. He leads the continuous improvement of the entire postal network operation as well as the allocations of people and resources. He reports to the Postmaster General.

Williams has responsibility for the day-to-day activities of 488,000 career employees working in more than 31,000 facilities supported by a fleet of over 200,000 vehicles. He is responsible for Post Offices, delivery and retail operations, facilities and the mail processing network. Reporting to Williams are the vice presidents of Delivery Operations, Facilities, Network Operations, Retail and Customer Service Operations and the seven vice presidents of Area Operations.



Previously, Williams served as vice president, Network Operations. This role encompassed responsibility for the national network of 318 mail processing and distribution centers and automation initiatives.

Before that, Williams served as vice president, Engineering and managed all engineering and development efforts focused on internal processes, including building and equipment maintenance programs and policies. He directed all engineering and acquisition support functions, including the design and development of new automation, material handling systems and vehicles.

Throughout his postal career, Williams has served in numerous field, area and headquarters positions, including manager, Processing Operations. In that role, he led his team to superior performance for several years. His incorporation of lean six sigma practices and deployment of "Closing the Gap Strategies" resulted in mail processing work-hour reductions never before experienced. Williams' breakthrough work in using information to help drive and support the field's record-setting service achievements is noteworthy.

Williams holds a Bachelor of Science degree in industrial and systems engineering from the University of Florida and a Master's degree in business administration from the College of William and Mary.

February 2015